

Asian Productivity Organization

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PROJECT NOTIFICATION

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1. **Project Code:** 11-RP-09-GE-RES-B
2. **Title:** Research on Knowledge Management for Public-sector Productivity
3. **Duration & Timing:** One year commencing from March 2011
The coordination meeting will be held 29–31 March 2011 (three days) in Jeju, Republic of Korea
4. **Venue:** Participating member countries
5. **Number of Experts:** One chief expert and six national experts from Japan, Republic of Korea, Malaysia, Philippines, Singapore, and Thailand
6. **Closing Date for Nominations of National Experts:** 28 February 2011

7. Objectives:

To undertake an in-depth study of the knowledge management (KM) framework, steps, and best practices for the public-sector to: 1) enhance the quality of services; 2) increase stakeholders' satisfaction; and 3) improve cost-effectiveness.

8. Background:

A public-sector that delivers quality and services consistent with citizens' preferences while managing its fiscal resources in a prudent manner is critical to APO member countries. Many NPOs are witnessing greater demand and have been directly involved in efforts to promote public-sector productivity.

In response to the increasing interest in public-sector productivity among APO member countries, the Secretariat convened an Expert Group Meeting in February 2010 in Tokyo. The meeting discussed initiatives in public-sector productivity enhancement and identified KM as one effective tool. The meeting stressed the importance of enhancing the quality of services, increasing stakeholders' satisfaction, and improving cost-effectiveness and transparency.

In August 2010, the APO conducted a study mission to Canada to observe the best practices of the Canadian public-sector. It revealed that the key success factors were: i) changing mindsets toward customer-oriented services; ii) in-depth collaborations between the federal and local governments; and iii) willingness at the top government level to champion and push through the necessary reforms.

In November 2010, a study meeting on KM in the Public-sector was held in the Republic of Korea to examine the status of KM implementation in the public-sector among APO member countries. It was found that the majority of governments in Asia were still lacking a national policy on the global knowledge economy. In addition, KM applications in the public-sector were relatively limited in comparison with the private sector.

With that background, this research will explore applicable KM frameworks and steps to promote productivity in the public-sector. The research will also identify successful examples of KM applications in the public-sector. As a final outcome of the research, the experts will produce a publication to support productivity practitioners in enhancing the quality of services, increasing stakeholders' satisfaction, and improving cost-effectiveness in the public-sector.

9. Provisional Scope:

- KM applications in central and local governments;
- KM applications in public service agencies (e.g., schools, libraries, coast guards); and
- KM application in public enterprises (e.g., railways, postal services, utilities).

10. Tentative Schedule:

The outline of the tentative schedule is given below.

➤ 29–31 March 2011

The coordination meeting will be held in Jeju, Republic of Korea, to discuss the research framework and action plan for the publication

➤ April 2011–October 2011 (total 7 months)

In-depth study of KM for the public-sector

➤ End November 2011:

Deadline for the draft publication

➤ December 2011–February 2012

Editing, layout, and printing of the publication

➤ Early March 2012

Final release of the publication

11. Chief expert:

The APO will appoint the chief expert who has profound expertise in both KM and public-sector. The chief expert will be responsible for proposing a research framework containing methodology and action plans at the coordination meeting.

12. Qualifications of National Experts:

The research at the national level will be conducted by national experts in participating countries. The nominated national experts must have sufficient knowledge of the existing APO KM framework and direct involvement in both KM and the public-sector. They must also possess excellent English writing skills and have published scholarly articles and books or reports on KM for the public-sector. The Secretariat may also identify and inform the NPOs of suitable national expert candidates for nomination.

13. Financial Arrangements:

(a) To be borne by the APO


- 1) Honoraria for the chief and national experts upon completion of the research;
- 2) All deputation costs for the chief and national experts including round-trip business-class international airfare by the most direct route between the international airport nearest to the experts' place of work and Jeju Island for attending the coordination meeting for the research; and
- 3) Travel insurance coverage against accident and illness for the entire duration of the coordination meeting and travel.

(b) To be borne by the host country of the coordination meeting (Republic of Korea)

Other local implementation costs. Neither the APO nor the NPOs will bear any expenses incurred by overseas experts for extra stay at the venue before and/or after the official project period due to early arrival, late departure, or any other reason whatsoever.

14. Actions by Member Countries:

- For selection purposes, the member countries to be included in the research are requested to submit appropriate nominations **by 28 February 2011.**
- Each nomination should be accompanied by the candidate's biodata on the standard APO form. The selection of national experts will be based strictly upon their professional qualifications and experience, academic background, and commitment to this research.



Ryuichiro Yamazaki
Secretary-General